

NASA SHARED SERVICES CENTER

NASA Unique Awards (5.3) Service Delivery Guide (3.2.1.5)

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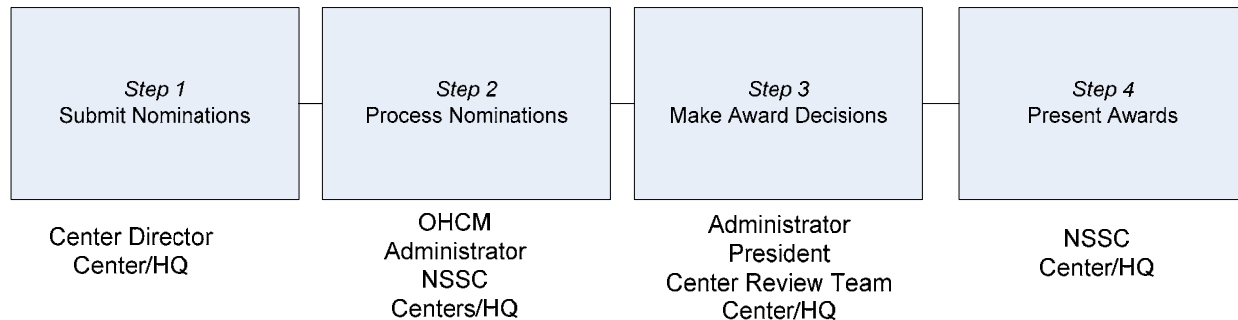
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NASA Unique Awards

Introduction

NASA Shared Services Center (NSSC) provides administrative and clerical support to the Agency for the Congressional Space Medal of Honor and the One NASA Peer Award. The Congressional Space Medal of Honor is awarded to any astronaut who in the performance of his/her duties has distinguished himself/herself by exceptionally meritorious efforts and contributions to the welfare of the Nation and of mankind. The NASA Administrator makes recommendations for this prestigious award, which may be made posthumously, to the President after review and approval by the NASA Incentive Awards Board. The One NASA Peer Award recognizes peers (both contractors and civil servants) who demonstrate One NASA behaviors, such as collaboration for the common good. It features three "non-monetary" awards with increasing levels of visibility and recognition. NSSC (SP) is responsible for preparation and delivery of medals and certificates for the Congressional Medal. They are responsible for reviewing One NASA Peer Award applications, arranging review team teleconferences, preparing and delivering certificates for all levels of this award. NSSC (SP) also works with Centers/Headquarters (HQ) to process Best of Center One NASA Peer Awards and with the panel established to select the Agency awards recipient from among the Best of Center awardees.

Process – Overview of NASA Unique Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center Director Center/HQ</p> <p>Submit Nominations</p>	<p><u>For the Congressional Space Medal of Honor</u>, the Center Director sends nominations (after discussion with the Administrator) through a second level review to Office of Human Capital Management (OHCM). The nomination includes a recommendation letter, summary of achievements, and a citation. Centers will continue to have involvement with the write-up and documentation.</p> <p><u>For the One NASA Peer Awards</u>, the Center/HQ submits nominations to the One NASA Representative or to the center Awards Officer.</p> <p>Output: Award Nominations</p>	<p>The Administrator makes the decision to submit a nomination, and discusses this with the Center Director prior to the submission of a Congressional Space Medal of Honor nomination.</p> <p>For One NASA Peer Awards, Web-based electronic forms are sent to the Center Awards Officers, Agency Program Coordinator, and Agency Representative.</p> <p>One NASA Peer Award nominations are not logged into the NASA Automated Awards System (NAAS) until approved.</p>

Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>OHCM Administrator Agency One NASA Peer Award POC Centers/HQ</p> <p>Process Nominations</p>	<p><u>For the Congressional Space Medal Of Honor</u>, OHCM reviews the nominations and informs NSSC of medal request. OHCM prepares the letter to the White House for the Administrator's signature and prepares the citation for the certificate. The Office of the Administrator signs the letter and coordinates the official communication with the Office of the President.</p> <p><u>For One NASA Peer Awards</u>, Nominations for Peer Awards are made directly to the Agency POC by way of the One NASA Peer Awards website. The Agency POC distributes nominations to the appropriate Centers for review and selection.</p> <p>Output: Processed Nominations</p>	<p>For the One NASA Peer Award, The Agency POC sends nominations to the Centers for review/selection.</p>
<p>Step 3</p> <p>Administrator NSSC (SP) Center Review Team One NASA Peer Awards Panel</p> <p>Make Award Decisions and Document</p>	<p><u>For the Congressional Space Medal</u>, the Office of the President signs the letter and notifies the Administrator. In the meantime, NSSC (SP) gathers the medal and certificate, finalizing and delivering them to the Office of the Administrator upon notice that White House approval is received.</p> <p><u>For the One NASA Peer Award</u>, Center Review Teams validate the nominations to ensure that all conditions are met and approve or disapprove the nominations. If a nomination is disapproved, the team notifies the nominator/supervisor of the reason. If the nomination is approved, the center notifies NSSC</p>	<p>For One NASA Peer Awards, each Center has its own review team.</p> <p>All recipients of One NASA Peer Awards are eligible for the Best of Center Awards.</p> <p>NSSC will utilize autopen authority to</p>

Roles and Responsibilities	Action	Tips
	<p>(SP). NSSC (SP) prepares a certificate & updates NAAS.</p> <p><u>For the Agency Best of Center Awards</u>, NSSC (SP) sends a notice to each Center requesting nominations. The Centers/HQ send the requests to Center Directorates. Centers/HQ review the nominations and select one Center level awardee, determined by a criteria-based ranking process, and notify NSSC (SP) of the selections. NSSC (SP) notifies OHCM, and provides the 'Best of Center' awardee names to the One NASA Peer Awards Panel.</p> <p>NSSC (SP) updates NAAS and provides appropriate center-level certificates.</p> <p>Output: Approved Nominations</p>	<p>sign Center Director's signature on One NASA Peer Awards.</p>
<p>Step 4</p> <p>NSSC (SP) OHCM Office Administrator</p> <p>Present Awards</p>	<p><u>For the Congressional Space Medal of Honor</u>, OHCM, the Administrator's office and the White House arrange for the presentation.</p> <p><u>For all One NASA Peer Awards</u>, NSSC (SP) updates NAAS and prepares and delivers the award certificates.</p> <p><u>For the One NASA Peer Awards and Best of Center Awards</u>, Centers/HQ arrange award ceremonies. The One NASA Peer Award ceremonies can range from informal staff meetings to formal center luncheons. The Agency Best of Center award is presented as part of the Agency Honor Award Ceremony. NSSC (SP) coordinates</p>	

Roles and Responsibilities	Action	Tips
	the ceremony and prepares a one-page flyer to be inserted into the Honor Awards Brochure. Output: Award Presentations	

Metrics

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP)	Prepare and deliver medals and certificates.	Administrator's Office Centers	At least one (1) day in advance of the ceremony.

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
One NASA Peer Award	One NASA Peer Award is completed via Web based system.	Internal NSSC customers	TBD

New Systems

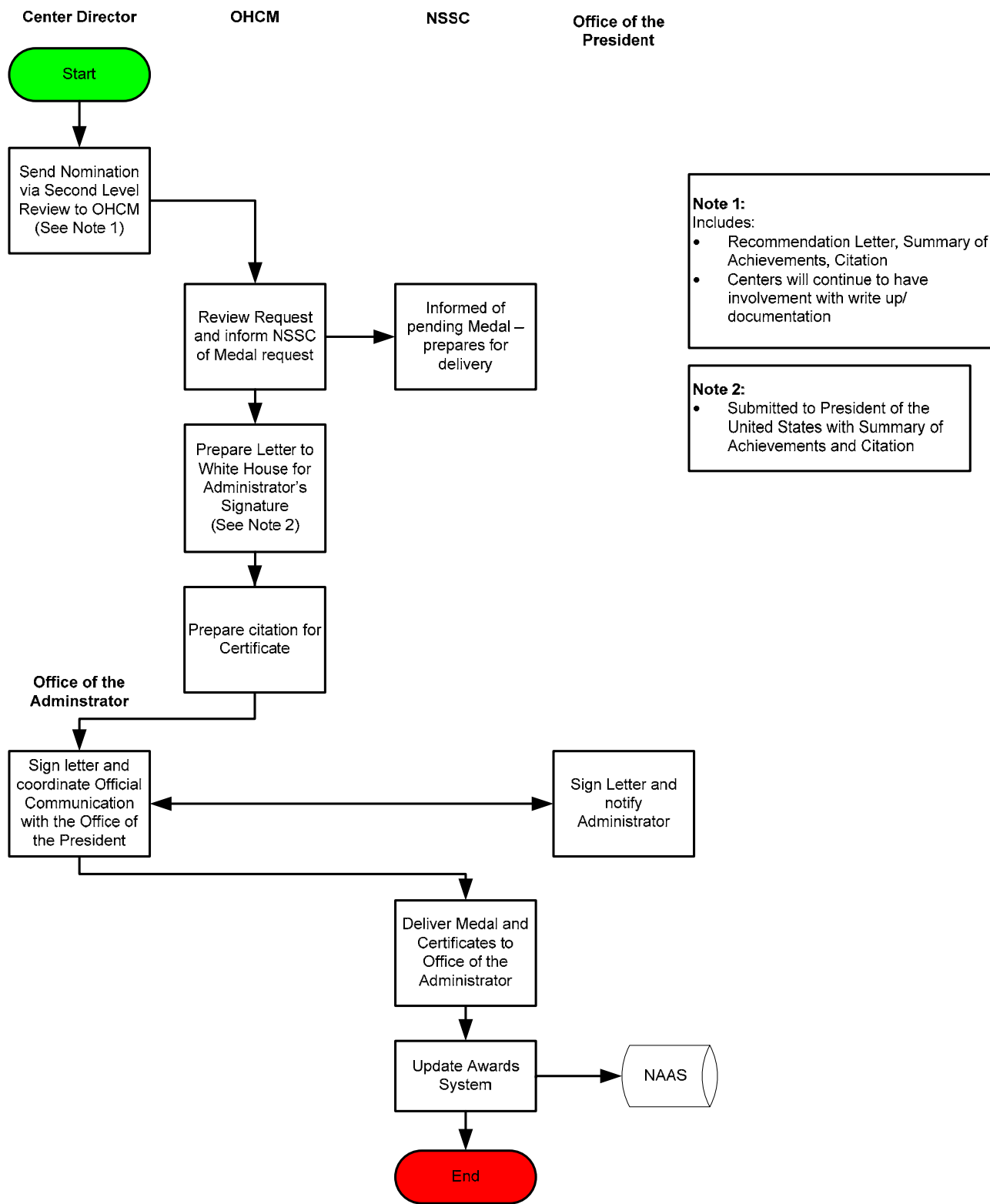
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account	FPPS

Contact Center Strategy

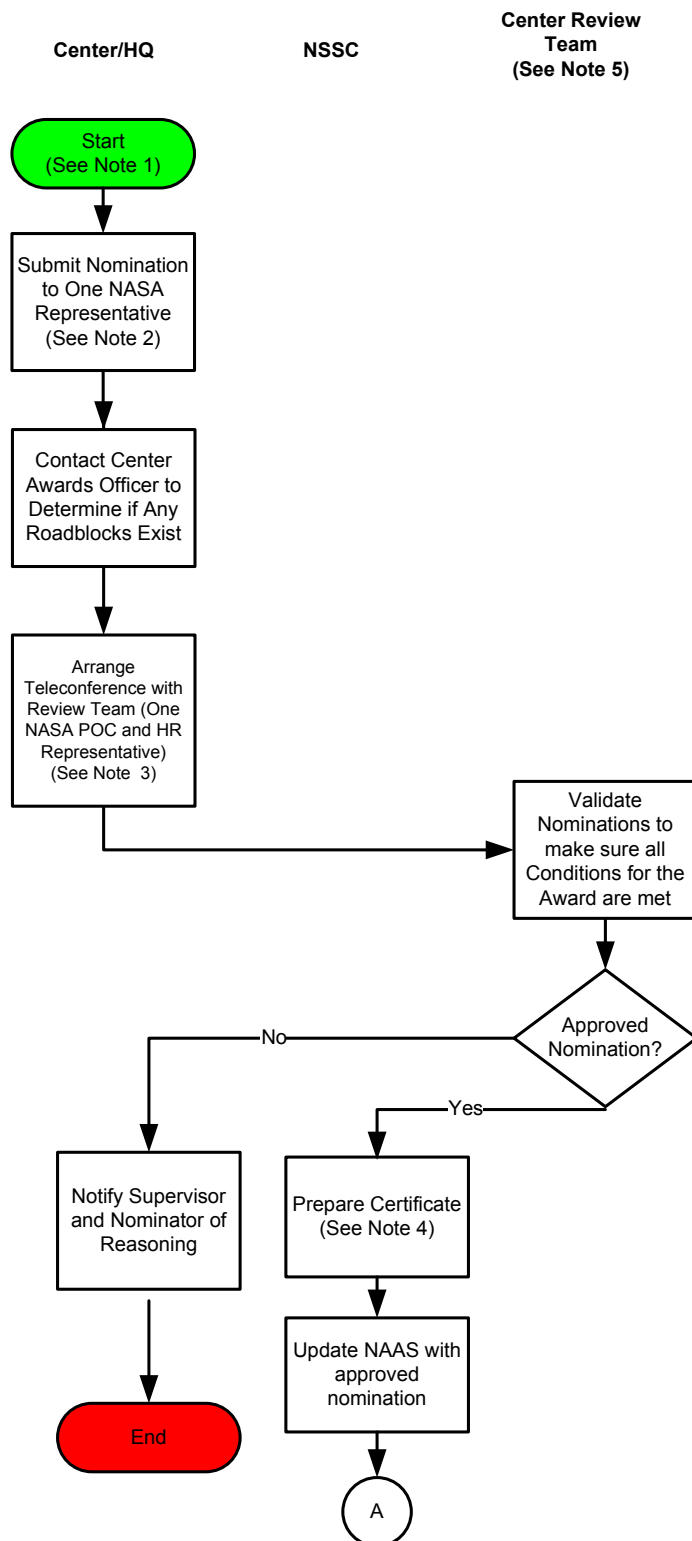
Each activity requires a clearly defined contact center strategy which answers the question, "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique Contact Center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the Contact Center strategy concerning this activity.

Appendix – Process Flow Diagram

NASA Unique Awards (Congressional Space Medal of Honor)



NASA Unique Awards (One NASA Peer Award)

**Note 1:**

- This award affords everyone (both Contractors and Civil Servants) the ability to recognize peers who demonstrate One NASA behaviors wherever they occur. This award program features three non-monetary awards with increasing levels of visibility and recognition

Note 2:

- Web-based Electronic forms are sent to the Center Awards Officers, Agency Program Coordinator, and Agency Representative
- These nominations are not input in NAAS unless approved

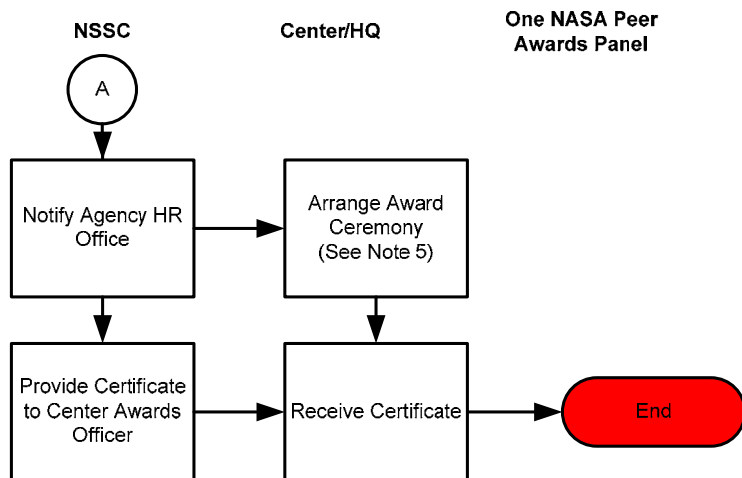
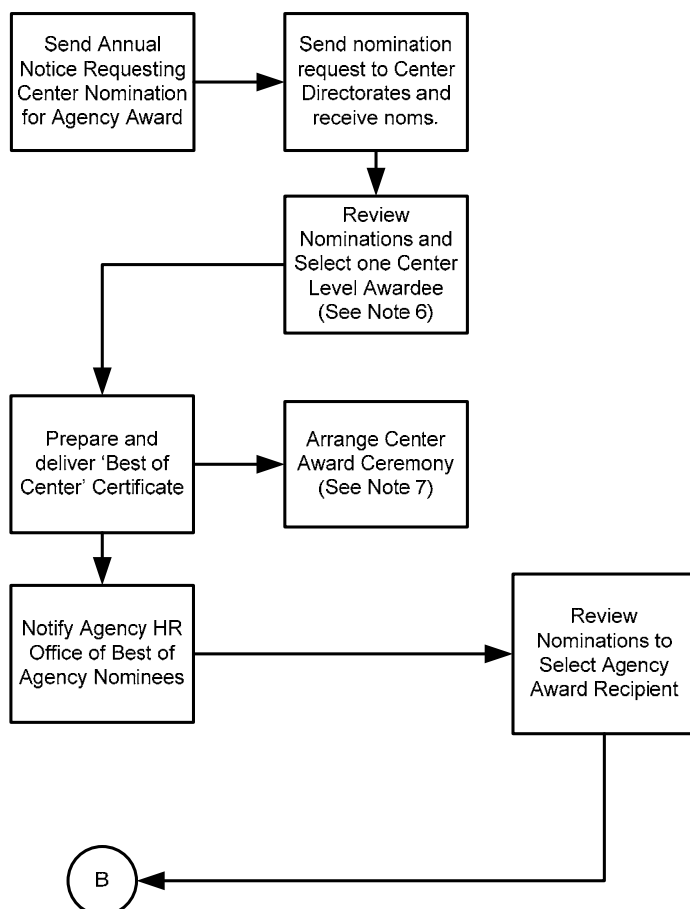
Note 3:

- Each Center has its own Review Team (includes JPL) to equal 11 teams

Note 4:

- NSSC should have autopen authority to sign center director's signature

NASA Unique Awards (One NASA Peer Award) Continued

**For Agency Best of Center One
NASA Peer Award****Note 5:**

- Ceremonies range from informal staff meeting to formal center luncheons

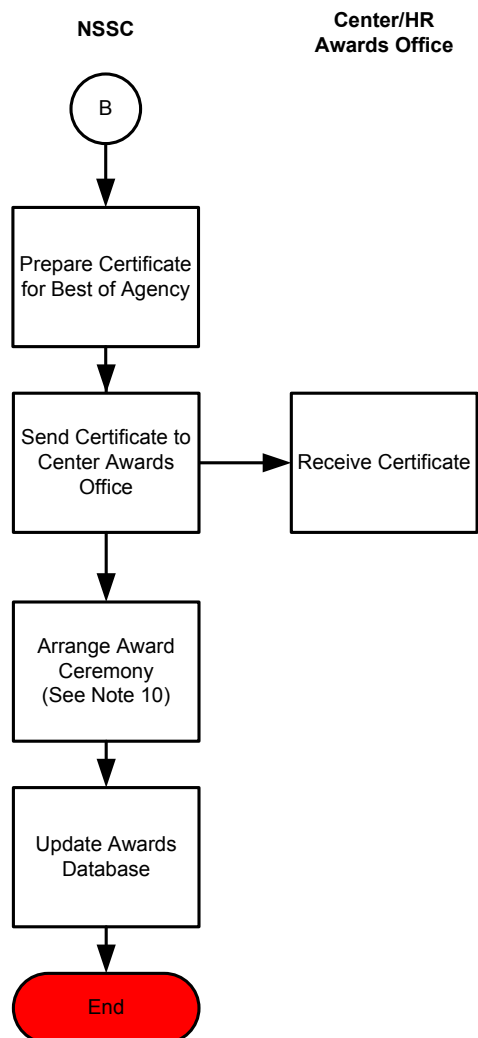
Note 6:

- All recipients are eligible for Center Best One NASA Peer Award
- Winner determined by criteria-based ranking process
- Notify NSSC and One NASA point of contact.

Note 7:

- Ceremonies are on a broader scale
- To be held at each of the 11 locations

NASA Unique Awards (One NASA Peer Award) Continued

**Note 10:**

- Part of the Agency Honor Award Ceremony
- Create a one page flyer to be Inserted into the Honor Awards Brochure